1. Your quality management plan uses a panel of experienced users to preview new features. You find the benefit of this preview process is that it reduces the amount of time and money spent to implement features that users are not eager to use. Which of the following describes this benefit of your quality management plan?

   1 / 1 point

   ○ Delivering a quality product

   ○ Increased collaboration

   ○ Quality standards

   ⦿ Decreased overhead

   ✓ Correct

2. What term refers to the requirements and specifications that your product must meet in order to be considered successful by your stakeholders?

   0 / 1 point

   ○ Quality management

   ○ Quality documentation

   ○ Quality assurance

   ○ Quality standards

   ✗ Incorrect
   You didn't select an answer.

3. Beta testing, internal checklists, and feedback surveys are all examples of what?

   0 / 1 point

   ○ Quality control methods

   ○ Quality requirements

   ⦿ Quality standards

   ○ Quality assurance methods

   ✗ Incorrect
   Please review the video on creating evaluation questions↗.

4. There are two main categories of evaluation questions: Questions that ask how you can make improvements and questions that help you measure and compare outcomes. Which of the following questions intends to help you make improvements?　　　　　　　　　　0 / 1 point

- ○ Which goals are being met?
- ◉ What were the results of this evaluation?
- ○ Should we continue?
- ○ Were there unintended outcomes?

ⓧ Incorrect
Please review the video on creating evaluation questions↗.

5. You are evaluating a customer experience initiative that you manage for a large department store. Which of the following evaluation indicators answers the evaluation question: Have we improved customer satisfaction?　　　　　　1 / 1 point

- ○ Customers redeem store coupons 25% more often.
- ◉ Customers are 47% more likely to recommend your store to a friend.
- ○ The store has increased its advertising budget by 27%.
- ○ Store revenue has increased by 15% over the last quarter.

✓ Correct

6. Your quality management plan for a product redesign project includes beta testing to preview new features. You ask beta test participants this question: "On a scale of 1 to 5 (where 1= "almost never" and 5= "all the time"), how often would you use this feature?" What type of survey question is this an example of?　　　1 / 1 point

- ◉ A close-ended scaled question
- ○ An open-ended question
- ○ A close-ended multiple choice question
- ○ A close-ended true/false question

✓ Correct

7. What is one element that helps an audience visualize data during a presentation?　　1 / 1 point

- ○ Avoid the use of visuals and create a list.
- ◉ Use graphics or charts to show data.
- ○ Use a small font to display a lot of information.
- ○ Use very bright colors that clash with each other to make graphs stand out.

⊘ Correct

8. As a project manager, what is your role during a retrospective? Select all that apply.   1 / 1 point

☑ Ensure all team members feel included

⊘ Correct

☑ Identify details to include in the retrospective document

⊘ Correct

☐ Stay silent and let team members lead the discussion

☑ Manage the tone of the discussion

⊘ Correct

9. As a project manager, you are leading a project retrospective. You are nervous your team might not participate. You start the meeting by discussing a mistake that delayed the project by a couple of days. What technique are you using to encourage participation in the retrospective?   0 / 1 point

◉ Create a safe space
◯ Model participation
◯ Review the project
◯ Pose a question each participant can answer

⊗ Incorrect
Please review the video about participation in retrospectives↗.

10. As a project manager, you are leading a project retrospective. Some feedback is that the design feels detached from the visual direction of the app. You identify a follow-up item to invite the design lead to weekly meetings moving forward. What technique are you using to encourage team accountability in the retrospective?   0 / 1 point

◯ Come prepared with specific challenges to discuss
◉ Identify the team's role in creating a specific challenge
◯ Turn complaints into SMART action items
◯ Detach the challenge from a specific team member

⊗ Incorrect
Please review the video about accountability in retrospectives↗.